



“You Talkin’ to Me?!”

The Power of Safety Performance Management & Influence Through Feedback & Positive Reinforcement

June 5-6, 2017 – MO Annual WC Conference - Tan-Tar-A Resort

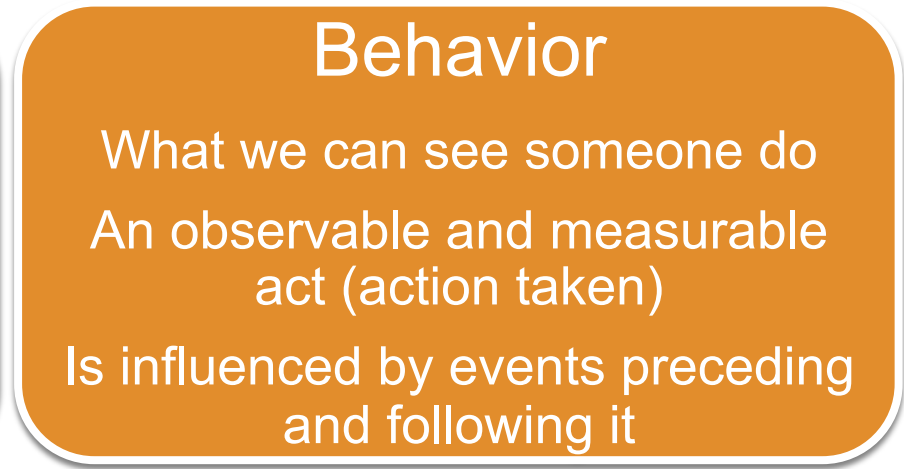
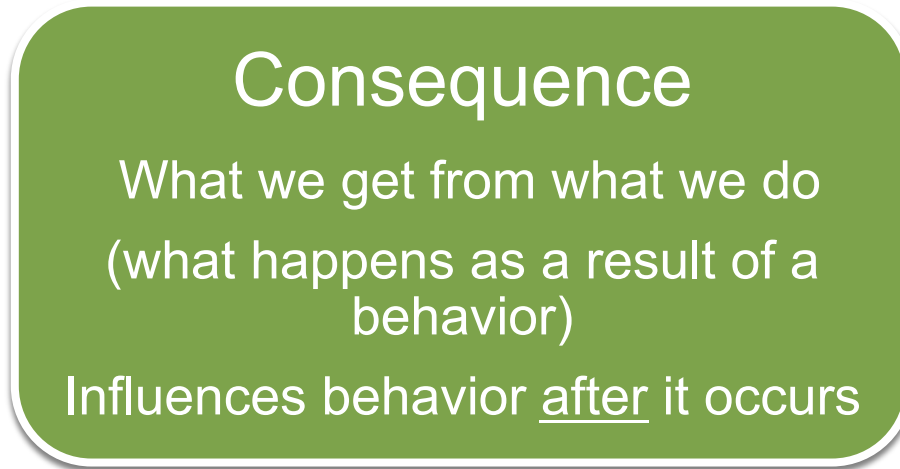
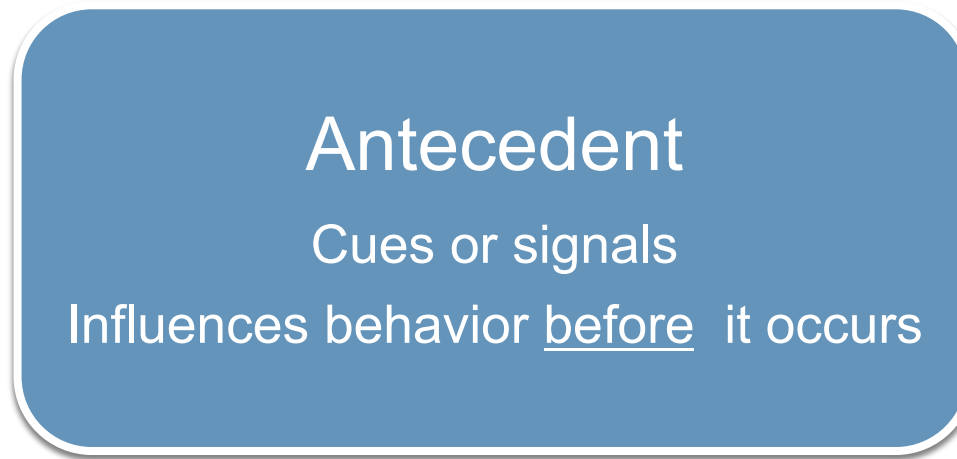
Jeff Thomsen, ARM, Region Manager - Liberty Mutual Insurance

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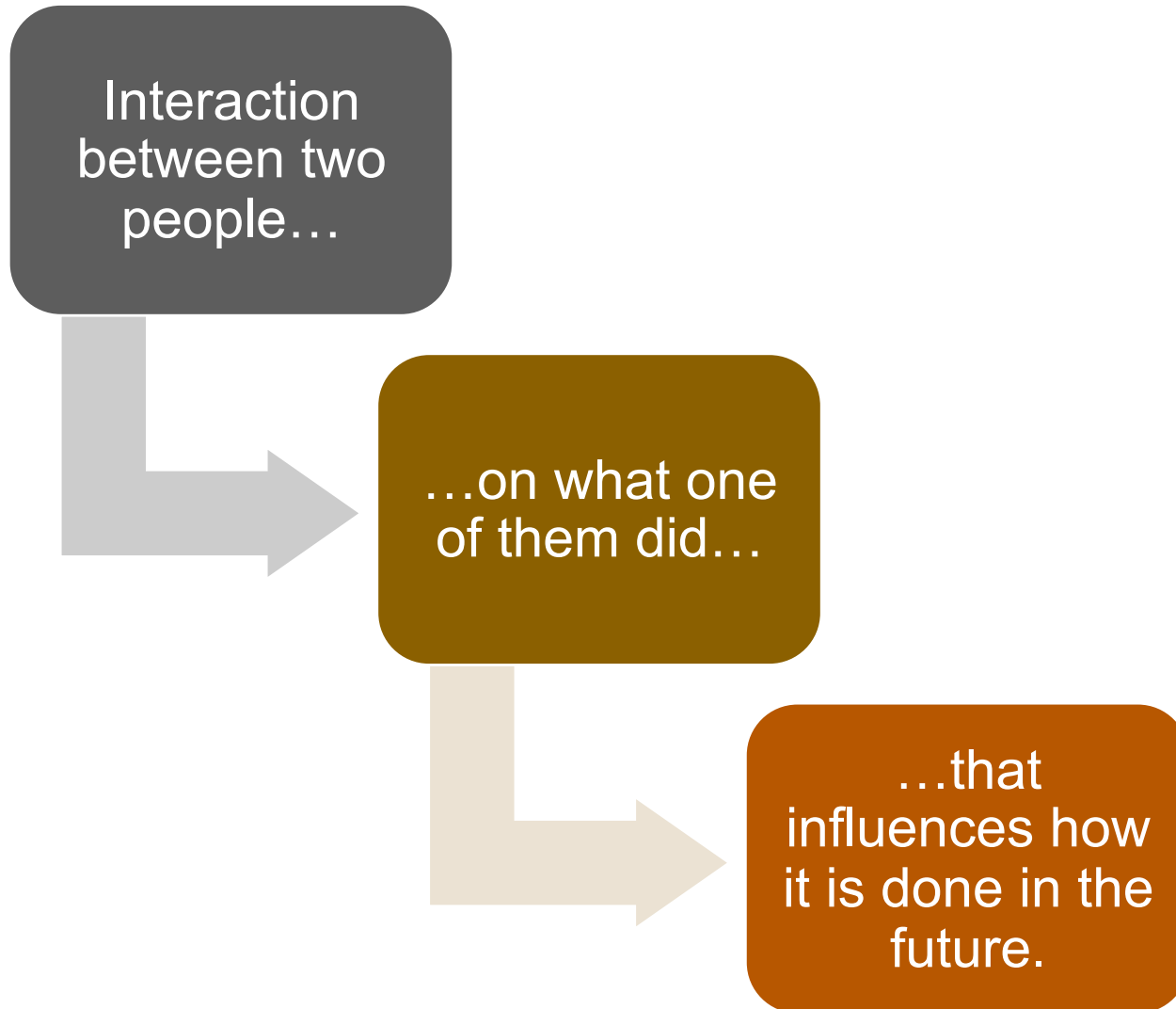


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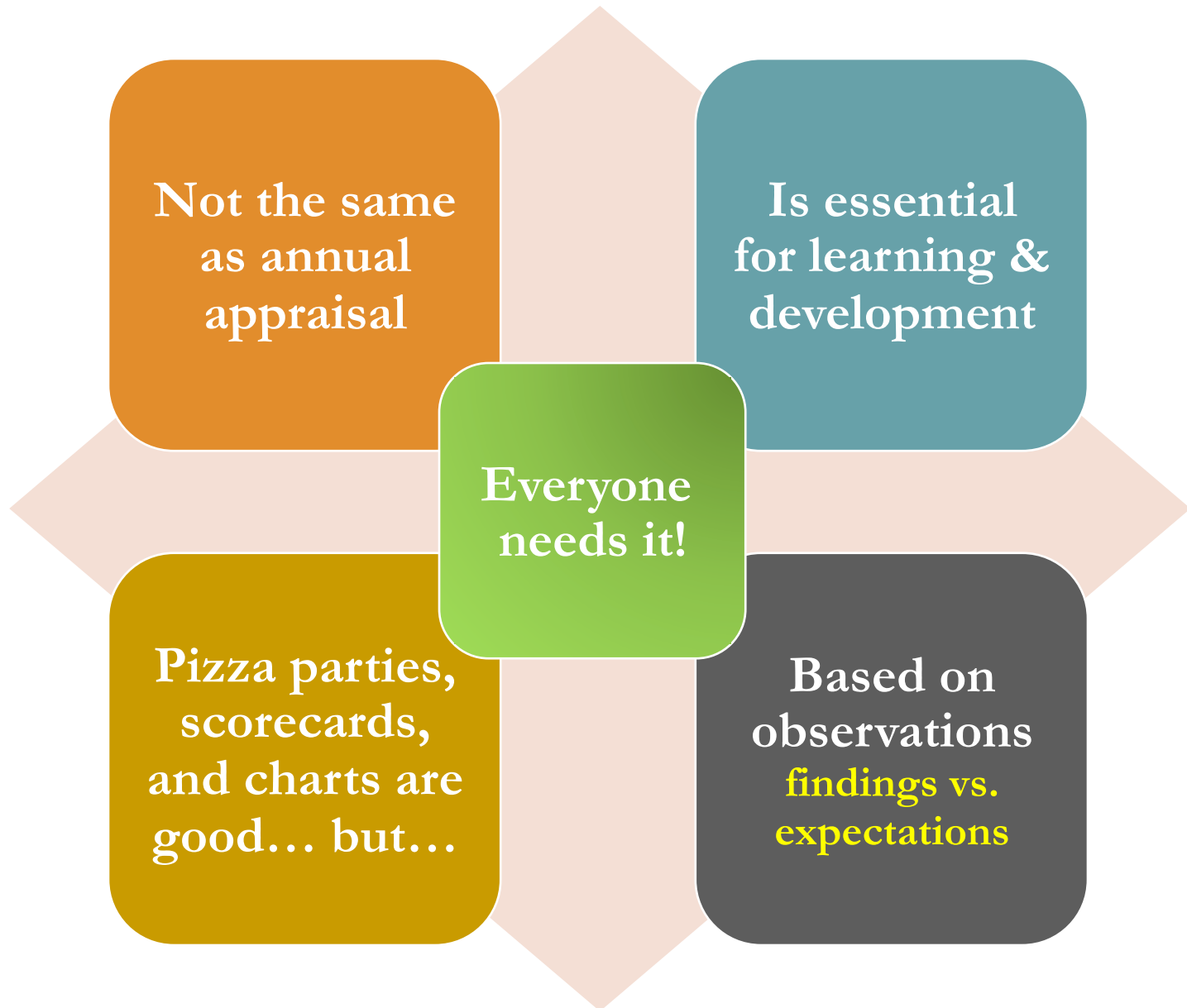
Review: ABC's of Human Behavior



Feedback is...



Feedback



Are You Safer Than a Fifth Grader?

Adults and Fifth Graders need the same things:

To understand their expectations (assessment)

Observation & consistent feedback (analysis/consequence)

Motivation & reinforcement (leadership & relationship)

Interaction & coaching (development & growth)

To hear how they are doing (measurement & reinforcement)

Receiving Feedback is Personal

Not just WHAT...
but HOW

Know their job

Communicate
with your
employees...
in their language

Sincerity &
Authenticity

Communication
eye contact
body language
tone

Be aware of
technology's
limits
don't replace
face-to-face

Delivering Effective Feedback

**Establish
credibility**

spend time
with your
teams

**Practice
active
listening**

**Identify
with each
person
differently**

**Don't
exhibit
favoritism**

**Create a
culture of
trust**

**Must be
done as a
coach**
(not the police)

Appreciative Feedback

4 to 1

Must be
meaningful
reinforce the desired
behavior & address
importance

Be specific,
don't overload
keep it short &
simple

Avoid mixed
messages

Celebrate
successes
frequently &
consistently

"I have yet to find a man or woman, however exalted his station, who did not do better work and put forth greater effort under a spirit of approval than under a spirit of criticism."

Charles Schwab, Founder, Charles Schwab & Co.

Appreciative Feedback

Immediate

I saw it!

- As soon as possible after the worthy behavior

Certain

I liked it!

- As often as possible

Pertinent

I thank you!

- Why it is being delivered
- Why it matters that the person behaved as they did

If nothing else...

! DO THIS !

Provide ongoing,
consistent feedback

Assure feedback reinforces
the behavior you want

Establish credibility &
Build relationships

4 to 1

Coach

! NOT THIS !

It's annual appraisal time...
let's talk

Random punishment

Hey you...

1 to 4

Police



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